

# HILTON HHONORS™ MILITARY: POINTS DONATION FREQUENTLY ASKED QUESTIONS

## 1

### HILTON HHONORS MILITARY

#### Q. WHAT IS HILTON HHONORS MILITARY?

A. The HHonors Military Program is aimed at giving back to military service personnel. In partnership with the National Association of State Workforce Agencies (NASWA) and individual State Workforce Agencies, Hilton HHonors is donating points to eligible\* transitioning service members, veterans, and military spouses. By becoming an HHonors Military member, you will receive a 100,000 point donation to support travel related to your job search activities.

## 2

### HHONORS ACCOUNT SET-UP & MANAGEMENT

Once approved by the designated staff in your local workforce center, you must enroll in the Hilton HHonors loyalty program to participate and receive benefits provided through HHonors Military. Enroll in Hilton HHonors at [JoinHHonors.com](http://JoinHHonors.com) or call 1-800-HHONORS.

#### Q. HOW DO I CREATE AN HHONORS ACCOUNT?

A. Visit [JoinHHonors.com](http://JoinHHonors.com) to enroll online. You can also call 1-800-HHONORS.

#### Q. HOW WILL I KNOW WHEN MY HHONORS ACCOUNT HAS BEEN CREATED?

A. You will receive an email with your HHonors account number and PIN to access your account at [HHonors.com](http://HHonors.com).

#### Q. WHAT IF I ALREADY HAVE AN HHONORS ACCOUNT?

A. If you have an existing HHonors account, you do not need to set up an additional account. Simply provide your existing HHonors account number to the staff member at your local workforce center. If you do not know your existing HHonors account number, please contact Hilton Reservations and Customer Care at 1-800-HHONORS.

#### Q. WHO DO I CONTACT IF I FORGET MY HHONORS ACCOUNT NUMBER AND/OR PIN?

If you are a Hilton HHonors member, contact the [HHonors Customer Service Center](#), or call 1-800-HHONORS.

## 3

### USING YOUR HHONORS POINTS

#### Q. WHO IS ABLE TO MAKE RESERVATIONS USING POINTS FROM MY HHONORS ACCOUNT?

A. HHonors Reward reservations may only be used by the eligible veteran or spouse, only for stays related to job search activities.

#### Q. HOW CAN I MAKE RESERVATIONS USING THE DONATED HHONORS POINTS?

A. You can redeem HHonors Points for hotel room rewards either online at [HHonors.com](http://HHonors.com) or by contacting your local Hilton Reservations and Customer Care center at 1-800-HHONORS.

#### Q. WHEN DO MY POINTS EXPIRE?

A. Your HHonors Points will never expire.

#### Q. IS IT POSSIBLE TO HAVE MORE POINTS ONCE I HAVE USED THE ALLOCATED AMOUNT DONATED TO MY ACCOUNT?

A. Point donations are provided at the discretion of each State American Job Center. Due to tax restrictions, we are limited to making donations once per calendar year.

\*Eligibility is state specific and determined by each State Workforce Agency.

